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May 12, 2005

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM – FY 2004-05,
THIRD QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department to prepare quarterly reports on the Workforce Development Program (“WDP”). The attached report covers the third quarter of Fiscal Year 2004-05, namely the January 1, 2005 through March 31, 2005 period. Some of the training highlights include:

- Eleven employees who graduated from nursing school passed the State’s NCLEX-RN exam and are now registered nurses.
- Four employees who graduated from nursing school passed the State’s NCLEX-LVN exam and are now licensed vocational nurses.
- Twenty-three employees continued attending their Registered Nurse training at El Camino Community College. The employees are expected to graduate in May 2005.
- In February 2005, a new generic Registered Nurse training program was started at El Camino Community College, with a total of 33 students enrolled.
- In March 2005, a new 14-month LVN-to-RN training program was started at East Los Angeles Community College, with a total of 35 students enrolled.

Seven of the ten Licensed Vocational Nurses who completed their LVN-to-RN Registered Nurse training at the East Los Angeles Community College in July 2004, have taken the State exam for RN licensure. Five of the employees passed and the other two will be re-taking the exam soon. The other three graduating students are pending completion of additional school requirements before taking the RN licensure exam.

- The five employees who completed their Licensed Vocational Nurse training at St. Francis Career College have taken the State exam for LVN licensure and are waiting for the results.
- A combined total of twenty-five employees continued with their training to become Licensed Vocational Nurses. The training is being conducted at LAC+USC's School of Nursing and Allied Health and at the Olive View/UCLA Medical Center. The students are taught by instructors from the Los Angeles Unified School District (LAUSD).
- A combined total of sixty-five Phlebotomy Technicians completed sessions at the LAC+USC and Olive View/UCLA Medical Centers and Hudson Comprehensive Health Center to be re-certified as Phlebotomists, as is now required by the State of California.
- A combined total of fifty-two employees completed a 12-week Basic Spanish course. The instruction was conducted at several DHS facilities.
- A combined total of twenty-one nurses and technicians completed specialized nursing skills enhancement training programs in areas such as EKG interpretation and physical assessments for newborn, pediatric, and adult patients.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, the Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:DF:ad
d/thirdquarterreportfy04-05.mem

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors



**L.A. HEALTH CARE
WORKFORCE DEVELOPMENT
PROGRAM**

Third Quarter Report

FY 2004-05

* An Educational Partnership of the County Department of Health Services and
Service Employees International Union, Local 660

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the County's Department of Health Services and
SEIU Local 660

Quarterly Report
Fiscal Year 2004-05 – Third Quarter

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EXECUTIVE SUMMARY

This report summarizes the training and educational activities of the Workforce Development Program ("WDP") for the reporting period January 1, 2005 through March 31, 2005.

Major highlights for the Third Quarter include:

- Eleven employees who graduated from nursing school passed the State's NCLEX-RN exam and are now registered nurses.
- Four employees who graduated from nursing school passed the State's NCLEX-LVN exam and are now licensed vocational nurses.
- Twenty-three employees continued attending their Registered Nurse training at El Camino Community College. The training is scheduled to conclude in May 2005.
- In February 2005, a new generic Registered Nurse training program was started at El Camino Community College, with a total of 33 students enrolled.
- In March 2005, a new 14-month LVN-to-RN training program was started at East Los Angeles Community College, with a total of 35 students enrolled.
- A combined total of twenty-five employees continue with their training to become Licensed Vocational Nurses at LAC+USC Medical Center's School of Nursing and Allied Health and at Olive View/UCLA Medical Center. The training is scheduled to conclude in September 2005.
- Five employees completed their Licensed Vocational Nurse (LVN) training in October 2004 at St. Francis Medical Center. All five of the graduating students have now taken the State exam for LVN licensure and are waiting for the results.
- Seven of the ten students who graduated from the LVN-to-RN program at East Los Angeles Community College have taken the State RN licensure exam. Five have passed while three are pending completion of additional school requirements prior to being issued their license and two will be re-taking the exam.
- A combined total of sixty-five Phlebotomy Technicians completed sessions at the LAC+USC and Olive View/UCLA Medical Centers and Hudson Comprehensive Health Center to be re-certified as Phlebotomists, as is now required by the State of California.

- One hundred twenty-two employees completed a two-day workshop on the topic of “Influencing through Communications”.
- combined total of seventy A -two employees completed a Basic Computers course at various Department of Health Services (DHS) facilities.
- A combined total of fifty-two employees completed a 12-week Basic Spanish course. The instruction was conducted at several DHS facilities.

The attached report provides additional details on training and educational activities.

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the Los Angeles County Department of Health Services and
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FY 2004/05 Third Quarter Report (January 1, 2005 through March 31, 2005)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.1	Communications	To provide portable skills for employees to provide enhanced quality services in a health care environment.	(A contract with Van Tassell Consulting, Inc. to provide up to forty (40) 2-day workshops entitled "Influencing through Communications" was approved by the Board of Supervisors on October 8, 2002.)	One Hundred twenty-two employees completed the 2-day communications workshop. (To date, 2300 employees have completed the training on "Communications").
3.3	Basic Computers	To educate beginning computer users to learn how to effectively use and operate a computer.	In the 3rd Quarter of Fiscal Year 2004-05, basic computer training continued to be provided to employees of the Department of Health Services to enhance their ability to more efficiently use computers in the work environment.	Seventy-two employees of Olive View-UCLA; LAC+USC; King/Drew; Harbor-UCLA Medical Centers; and Rancho Los Amigos National Rehabilitation Center completed their basic computer training in the 3rd Quarter of FY 04-05. (To date, 353 DHS employees have completed this training).
3.2	Basic Spanish	To provide DHS employees with basic Spanish language tools and techniques that can be effectively applied in the work setting.	Interactive basic Spanish courses continued to be offered in the 3rd Quarter of FY 04-05 at various Department of Health Services sites. The classes are held over 12-week periods.	Fifty-two DHS employees completed a Basic Spanish class for health care providers during the 3rd Quarter of FY 04-05. (To date, 492 employees have completed the training).

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2.3	Certification of Phlebotomy Technicians	Implement a training program that will qualify existing phlebotomy technicians to be re-certified as Phlebotomists as now required by the State.	Instituted a training program with various at different DHS facilities to train existing Phlebotomy Technician to be certified by the State as Phlebotomists.	During the 3 rd quarter of FY 04-05, a combined total sixty-five phlebotomy technicians completed 3-day sessions at LAC+USC, and Olive View/UCLA Medical Centers, and the Claude Hudson Comprehensive Health Center. The training is necessary for the employees to be re-certified a Phlebotomists, as is now required by the State of California.

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2.2	Nursing certificate programs – specialty training	Provide training to nurses to receive certificates in specialized areas of nursing in order to enhance quality of care.	Established and offered specialized areas of nurse training leading to a certificate (i.e., intravenous infusion or IV training).	Twenty Licensed Vocational Nurses completed separate 4-day courses and received a certificate on intravenous infusion (IV) therapy.

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2.2	Specialty Nursing and Nursing Education	To implement training programs to address critical staff shortages in nursing services.	<p>A second LVN-to-RN training program was instituted at the East Los Angeles Community College to provide an expedited avenue for interested and qualified licensed vocational nurses in DHS to become registered nurses.</p> <p>A LVN training program for DHS employees was provided at St. Francis Career College. The training concluded in October 2004.</p> <p>Licensed Vocational Nurse training programs were initiated at LAC+USC's School of Nursing and Allied Health and the Olive View/UCLA Medical Center. Instructors from LAUSD provide the training. The training is scheduled from March 2004 through September 2005.</p> <p>Two Generic Registered Nurse training programs, for DHS employees, were established at the El Camino Community College.</p>	<p>Thirty-five students have been enrolled in the second LVN-to-RN program developed under contract between DHS and East Los Angeles Community College. The training program started March 2005 and is scheduled to conclude February 2006.</p> <p>Five of the ten graduating LVN-to-RN students, from the 1st class, have passed the State exam and are now registered nurses.</p> <p>The five graduating students have now taken the State exam for LVN licensure and are waiting for the results.</p> <p>A total of twenty-five employees remain in the two DHS LVN programs (14 at LAC+USC and 11 at Olive View/UCLA).</p> <p>The first generic registered nurse training program started in October 2003 and is scheduled to conclude in May 2005. Twenty-three students are expected to graduate.</p> <p>The second generic registered nurse training program started in February 2005 and is scheduled to conclude in May 2007. Thirty-three students have been enrolled.</p>

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2.2	Support skills for nursing personnel	To provide specialized nursing training to enhance the ability of nurses to provide quality care to a diverse patient population.	Programs in EKG interpretation, physical assessment, for newborn, pediatric, and adult patients were conducted at various DHS facilities.	<p>Eight nurses completed a 2-day course designed for nurses who work in clinical settings caring for newborn and neonatal patients.</p> <p>Six nurses, who provide care to the adult patient population, completed a 3-day Adult Physical Assessment course on the application of clinical techniques and the use of instruments.</p> <p>Seven technicians began attending a 40 hours "Basic Dysrhythmia for Unlicensed Personnel" course that is scheduled from March through April 2005.</p>

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